

OTE 87-3506

09 JUL 1987

STAT

MEMORANDUM FOR:

FROM:

Director of Training and Education

SUBJECT:

Proposed Changes in Secretarial Training

1. Action Requested: The Office of Training and Education asks for your concurrence in proposed changes in the secretarial training curriculum, which we would like to implement at the start of FY 1988. A summary of these proposed changes is attached.

2. Background: As part of the overall review of the Agency's Secretarial Career System, OTE's Secretarial Training Branch undertook a rigorous, zero-base review of the secretarial training program. This review culminated in May in a two-day retreat [] where the instructors and Branch Chief carefully compared the objectives of their courses against the competencies and skills required of Agency secretaries at each of the four IS levels. Their goal was to ensure

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- o that the training was relevant, i.e., that the requisite skills were being taught at the proper IS level;
- o that the content and design of the courses were of high quality, i.e., that there was no training for training's sake;
- o that there was a minimum of redundancy of content across the curriculum; and
- o that the required training was being delivered efficiently, i.e., that the secretary was not away at training more often than necessary.

SUBJECT: Proposed Changes in Secretarial Training

3. During their review, the instructors were guided by the opinions of the secretaries they had trained, the EXDIR's Secretarial Advisory Group, the DCI Secretarial/Clerical MAG, the Secretarial Policy Group, PMCD, and career management and training officers from the directorates.

4. As a result of this review, the Chief of the Secretarial Training Branch drafted a proposal for changes in the training curriculum. These proposed changes were presented to twenty-three representatives of the above groups at a meeting on 12 June. At that meeting there was a consensus that the proposed changes would better meet the priority training needs of Agency secretaries. I concur.

5. The changes proposed will result in an overall reduction of the number of required course days from 43 to 31. This reduction in the number of days of required training will give supervisors greater flexibility in sending their secretaries to training that is particularly relevant for them and will reduce the amount of time away from the job.

6. With this revised curriculum in place, we will redesign Professional Development Programs I and II for field secretaries to provide all required training for Levels IS-02 and IS-03 except for Essentials of Writing, which is available as a correspondence course.

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Attachment

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Date

OTE 87-3506
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MEMORANDUM FOR: Danny Childs

FROM: [REDACTED]

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MEMORANDUM FOR: Ray Huffstutler

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~~CONFIDENTIAL~~

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CONFIDENTIAL

PROPOSED CHANGES IN THE

SECRETARIAL TRAINING CURRICULUM

Level IS-01

Required Courses

1. A00P and Correspondence Workshop

To eliminate duplication with OP and OS overviews in the Headquarters Auditorium and with the content of other secretarial courses, and to present intensive practice in correspondence procedures up front, we propose shortening A00P from five to three days and running it back to back with the two-day Correspondence Workshop. New secretaries will attend all five days and receive credit for both A00P and the Correspondence Workshop; secretaries who need only the Correspondence Workshop will attend just the final two days.

Work is under way to design a new, self-paced, instructor-guided clerical orientation course to be run in a training facility in the new Headquarters Building. This course, in modular format, will include much of the training required or recommended for IS-01 secretaries. The former Chief of Secretarial Training at FSI is under contract to design the facility and courseware.

2. Directorate Orientation

No change.

3. Word Processing

No change.

4. Time Management

We propose combining this course with Stress Management (IS-02) and Getting Your Ideas Across (IS-03) to make a new one-day course called Managing Multiple Priorities, at the IS-02 level, where one of the required competencies is the ability to juggle the work based on the changing priorities of the supervisor.

5. Proofreading

The four-day Proofreading Course consists of three days of intensive grammar and punctuation review and one day of proofreading techniques. We propose that the four-day course be devoted exclusively to reviewing grammar and punctuation, be renamed Grammar and Punctuation, and remain at the IS-01 level. We further propose that the one day of proofreading skills become a separate, required course at the IS-02 level, where one of the desired competencies is the ability to review outgoing correspondence for format and accuracy.

Recommended Courses

6. Office Orientation, Computer Training, Shorthand, and Typing

No change

7. Electronic and Pouched Communications

We propose shortening this course from two days to one day by deleting segments on dispatch preparation.

Level IS-02

Required Courses

8. Career Management Workshop

We propose dropping this course. We feel it does not meet our criteria of relevance and impact. There is a widespread perception that the directorate presentations on career opportunities lead secretaries to look outside the profession. We plan to include in other courses those segments of this course that focus on career/life planning, self-awareness, and interviewing techniques.

9. Essentials of Writing

No change.

10. Stress Management

See paragraph 4.

11. Professionalism in the Office

We propose moving this course from IS-02 to IS-01 because it stresses the competencies and skills required at that level.

12. Employee Development Course

No change.

Recommended Courses

13. Geography, Language Training, and Developing Writing Confidence

No Change.

Level IS-03

Required Courses

14. Effective Oral Presentation

No change.

15. Getting Your Ideas Across

See paragraph 4.

16. Women in the Work Force

We propose moving this course from IS-03 (required) to IS-02 (recommended) because it stresses the competencies and skills required at the lower level.

17. Management Skills for Secretaries and Administrative Assistants and Supervisory Skills for Secretaries

We propose combining these two courses, five days and three days respectively, into a new five-day course at the same level called **Supervisory and Management Skills**. The new course will not include content areas that are duplicative of, or reinforce, content areas of other courses.

Recommended Courses

18. Advanced Writing, Professional Woman's Course, and
Area Familiarization Courses

No change.

Level IS-04

Required Courses

19. There is no required training at this level.

Recommended Courses

20. Briefing Techniques, Midcareer Course

No change.

21. Intelligence Issues

We propose moving this course to IS-03 because it stresses the competencies required at the lower level.

22. These proposed changes will result in a reduction of the number of required course days from 43 to 31. This reduction in the number of days of required training will give supervisors greater flexibility in sending their secretaries to training that is particularly relevant for them and will reduce the amount of time away from the job.

Summary of Proposed Changes in the Secretarial Curriculum

Level IS-01

Current

Required

AOOP	5 days
Correspondence	2
Directorate Orientation	
Proofreading	4
Time Management	1
Word Processing	$\frac{3}{7}$ 15

Recommended

Computer Training	
Office Orientation	
Shorthand	
Typing	
Elec. & Pouched	2

Proposed

Required

AOOP	3 days
Correspondence	2
Directorate Orientation	
Grammar/Punct	4
Professionalism in the Office	1
Word Processing	$\frac{3}{7}$ 13

Recommended

Computer Training	
Office Orientation	
Shorthand	
Typing	
Elec. & Pouched	1

Level IS-02Current

Required

Career Mgt.	2
EDC	4
Essentials of Writing	4
PIO	1
Stress Mgt.	$\frac{1}{12}$

Proposed

Required

Essentials of Writing	4
EDC	4
MMP (new)	1
Proofreading	$\frac{1}{10}$

Recommended

Developing Writing Confidence

Geography

Language Training

Level IS-01 Courses

Recommended

Developing Writing Confidence

Geography

Language Training

Women in the Work Force

Level IS-01 Courses

Level IS-03CurrentRequired

EOP	4
GYIA	1
MSSAA	3
SSS	5
WIWF	<u>3</u>
	16

ProposedRequired

EOP	4
Supervisory & Mgt Skills (new)	<u>4</u>
	8

RecommendedAdvanced Writing

Area Fam. Courses

Professional Woman's
Course

Level IS-02 Courses

RecommendedAdvanced Writing

Area Fam. Courses

Intelligence Issues

Professional Woman's
Course

Level IS-02 Courses

Level IS-04CurrentProposed

Required

Required

None

NoneRecommendedRecommended

Briefing Techniques

Briefing Techniques

Intelligence Issues

Midcareer Course

Midcareer Course

IS-02 & IS-03 Courses

IS-02 & IS-03 Courses

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OTE/SACTD: [redacted] (6 July 1987)

Distribution:

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- Orig & 1 - Addressees w/att
- 2 - D/OTE Chrono w/att
- 2 - OTE Registry w/att
- 1 - [redacted] w/att
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